

WHITE PAPER

Save Money by  
**Extending IT Infrastructure  
Support During a Tough Economy**

IT budgets are tightening, and technology costs are increasing due to inflation, wreaking havoc across organizations. Is your company prepared?



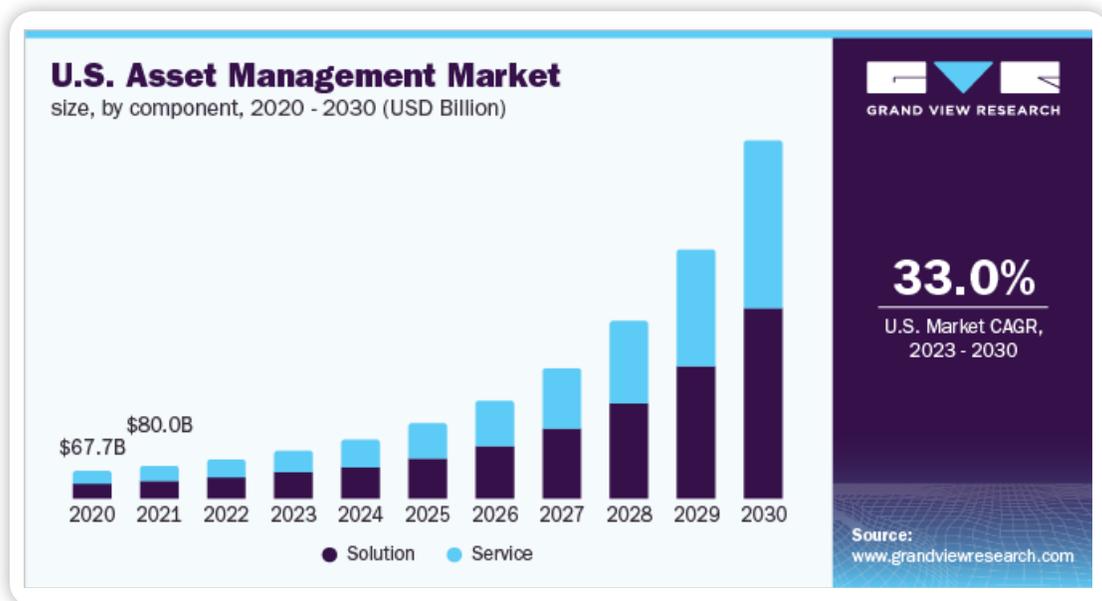
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# INTRODUCTION

IT budgets are tightening, and technology costs are increasing due to inflation, wreaking havoc across organizations. The current economic climate has IT executives looking for ways to improve cash flow, keep their talent pool, and defer projects to the future. They are under increased pressure to save money and are often expected to do more with less. A smart IT asset management platform can help. The research below shows that IT executives are turning to these solutions in a big way. A smart IT asset management solution can provide tremendous value to IT executives when looking at ways to save money and provide actionable data that can lead to smart business decisions.

In a [study by Grand View Research](#), the global asset management market is going to be **USD 3.7 trillion by 2030** due to the increased risk inherent with **aging IT infrastructure**.



The number of IT assets that will be End-of-Life (EOL) in the next five years is growing significantly therefore we've gathered information from industry experts to explain when they've extended non-critical IT infrastructure and the result to their IT teams and organizations.

## WHAT IS YOUR COMPANY DOING TO MANAGE IT INFRASTRUCTURE IN A TOUGH ECONOMY?

Protecting IT infrastructure is crucial to an organization's success. Every technology device comes with a built-in warranty by original equipment manufacturers (OEM) for maintenance and ongoing support that is intended to communicate when a device needs maintenance to keep IT organizations safe with good IT hygiene. In some cases, the OEM may be willing to offer an extension to the service contract, allowing the device to continue to receive support and security patches beyond its original end-of-life date. An extended support contract can be beneficial for companies that want to keep using the device past the end-of-life date rather than incurring the costs of a refresh and deploying a new device. How does your company prepare for device end-of-life and evaluate the timing of technology refreshes?

### Extending Support Beyond End-of-Life

Infrastructure vendors usually take product orders for six months from the announcement until the end-of-life date announcement.

Following end-of-sale, vendors typically provide software and hardware support for five years. While vendors only offer service agreement terms for a limited period, hardware can often remain operational beyond that timeframe, potentially a significant cost-saving opportunity missed!

“

The Apexa platform allows you to see the end-of-life status and the criticality of all your assets that protects your crucial business and customers. Now, you can either defer the lifecycle or extend the maintenance of non-critical infrastructure with confidence. Our customers are able to save an average of 7-12% in annual maintenance renewals.

”

-Lokesh Aggarwal  
President and CEO, Apexa IQ

# BEST PRACTICES FOR EXTENDING IT INFRASTRUCTURE SUPPORT

Every new device comes with a built-in warranty by OEMs for maintenance and support. Regular hardware support plays a crucial role in ensuring optimal hardware performance. The cost savings can be redirected to essential IT resources, especially in today’s economy when teams and organizations are looking for ways to avoid laying off workers.

## 1. Identify your End of Life and Critical Assets within your IT Environment

As technology continues to evolve and IoT devices are on the rise, it’s even more complex for companies to truly understand their IT environments. With the use of smart IT Asset Management Systems such as Apexa iQ, you can see your entire IT estate in near real-time.



Rogue Devices



Obsolescence EoL/EoS



Maintenance



Security & Vulnerabilities



Compliance



Crown Jewel Applications

Without a platform like Apexa, organizations and teams spend countless hours compiling data entries, manually at that, to present their entire IT estate. “My infrastructure inventory at a large bank resembled the “junk drawer” that I have at home, collecting odds and ends for 40 years. **Apexa iQ is the magic wand that organizes the drawer and tells you what products in said drawer have expired and need replacement.**” comments [Constantine Gavalas, CTO of Sterlingshire](#).

## 2. Regular Maintenance with Software Updates

Regular maintenance of IT infrastructure can help you identify and fix issues before they become bigger problems. Keeping software up to date is essential to ensure that an organization's IT infrastructure remains secure and reliable. Software updates can also improve performance and extend the life of the hardware. By addressing bugs and system patch requirements, updates can help to prevent system crashes and unplanned downtime, which often negatively impacts business operations and productivity.

## 3. Upgrade Selectively

Organizations have the option to selectively upgrade their IT infrastructure instead of replacing everything the moment it's eligible for an upgrade by leveraging Apexa iQ's automated view into millions of IT assets. Performance and capacity should be evaluated to determine the remediation priority.

## 4. Plan for End-of-Life

Organizations should plan for the end-of-life of their IT infrastructure and consider factors such as warranties, support contracts, and

replacement schedules. This can help ensure a smooth transition to new equipment and minimize downtime. Apexa iQ can help you see which assets will be obsolete in advance with a priority to remediation so that you can plan for an upgrade and budget effectively. Apexa iQ can be used to remediate critical end-of-life assets and automate ticketing to help meet procurement deadlines and mitigate unplanned downtime.

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Before Apexa, we were using custom scripts, code, and spreadsheets to understand what resources were being utilized. With Apexa iQ, we can confidently prevent over procurement, save money, and deliver the solutions our clients need.

”

-David Andrade

CEO, ECI

## 5. Use Reliable Data to Know the Capabilities of IT Hardware Beyond OEM-Recommended Refresh Times

There is a significant amount of reliable data available that demonstrates the capabilities of IT hardware beyond the OEM-recommended refresh time and several studies are reporting on it.

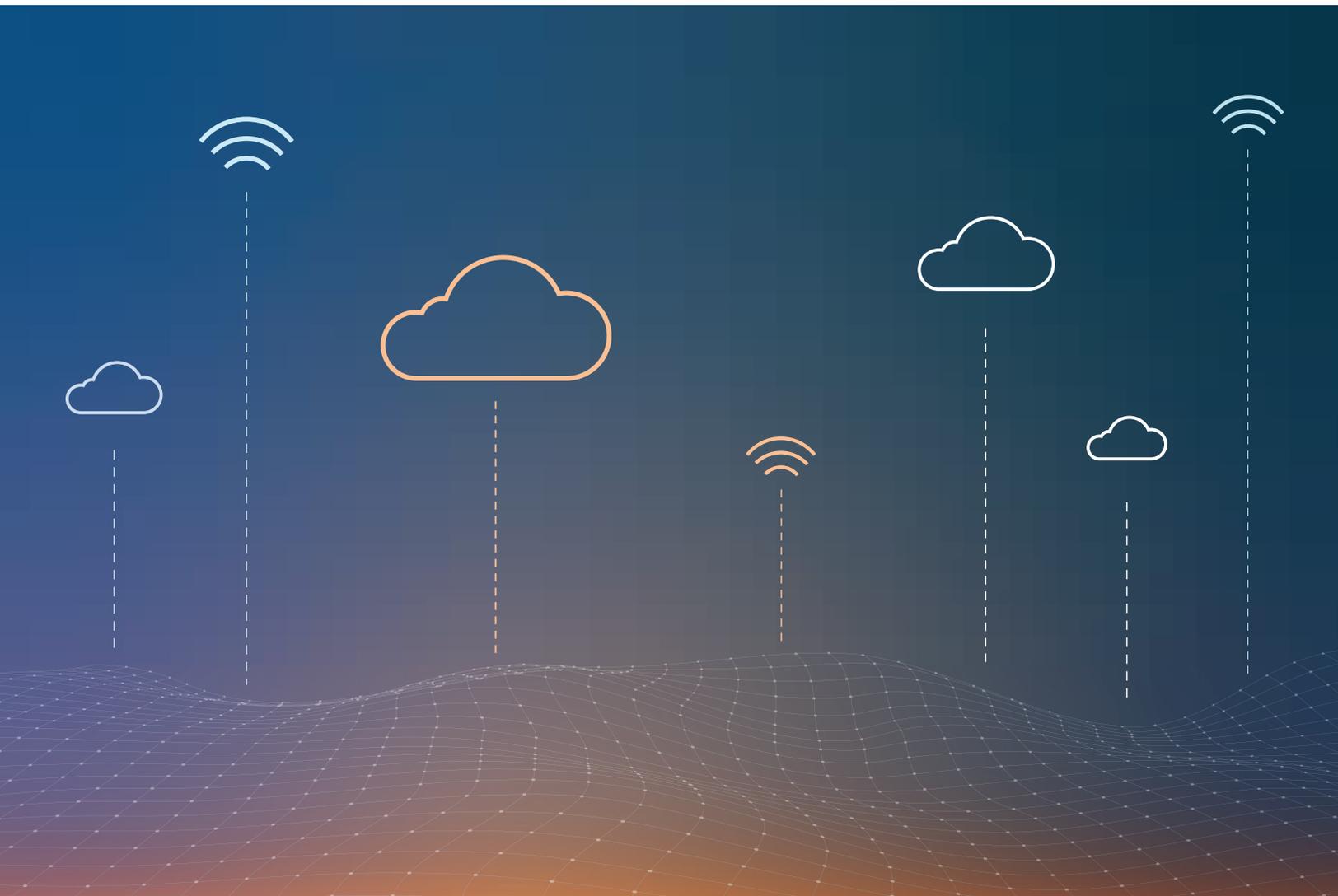
A [Gartner® report](#) states that while most organizations still set three to four-year refresh cycles for employee laptops, organizations have found that only a small fraction of those devices have performance metrics that would justify replacement within that time frame. Extending their lifespan represents millions of dollars in potential cost savings.

In a [report by Data Center Knowledge](#), Microsoft was formerly on a four-year refresh cycle. Microsoft CFO Amy Hood recently announced that the firm will extend the life span of its servers to six years. Investments in software, increased efficiencies in server and network equipment operations, and technological advancements enabled Microsoft to add another two years to the useful life of its servers.



## CONCLUSION

Overall, the decision between IT support contracts and buying new equipment is complex and depends on a variety of factors. By implementing a strong IT asset management strategy, organizations can confidently plan for when to procure new assets and when it is best to defer the procurement in any economic climate.



## SOURCES

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## ABOUT APEXAIQ

ApexaiQ® is a SaaS-based agentless platform that gives IT leaders the confidence they need to mitigate risk within their IT estate. The platform discovers your entire IT estate in near real-time — on-premises, co-located, and in the cloud. It discovers, aggregates, and normalizes the entirety of your asset inventory and vulnerabilities in near real-time. Instantly, organizations gain visibility and clarity into their entire infrastructure, inventory, and health so that they can take the right action at the right time. The platform prioritizes your organization's vulnerabilities and allows you to streamline multiple aspects of your IT Asset Management, Configuration Management, Database, and Security Orchestration and Remediation workflows.



For more information, contact Apexa iQ at [contact@apexaiq.com](mailto:contact@apexaiq.com).